

### **MOTOR CARRIER SERVICES**

## MoDOT CARRIER EXPRESS International Registration Plan

# How to add order a replacement plate

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#### **IMPORTANT NOTES**

#### **USERID & PASSWORD**

To file online, you must have a userID and password. If you do not have a userID and password, e-mail contactmcs@modot.mo.gov

If you have forgotten your password, go to the log in page www.modot.org/mce and click on the orange button on that page. Follow the instructions to reset your password.

If you have forgotten your password, Click Here

#### **GETTING BACK TO WHERE YOU LEFT OFF**

If you exit MoDOT Carrier Express at any time during a transaction, and the renewal is not in an invoiced status, you must use the **SUPPLEMENT CONTINUANCE** function (see page 11) to return to the last saved page.



Do not use your browser's back button. Using the back button or arrow will end your MoDOT Carrier Express session. After any session is ended, you are required log in again and use the **SUPPLEMENT CONTINUANCE** function to proceed.

#### **PRISM ERROR MESSAGES**

Gray boxes with error messages will pop up when information in MoDOT Carrier Express does not agree with information held by the FMCSA.

To update your information with FMCSA, use a Form MCS 150 – update electronically at <a href="www.safersys.org">www.safersys.org</a> or download a paper copy at <a href="www.modot.org/mcs/irp/index">www.modot.org/mcs/irp/index</a> and fax, e-mail, or mail it to MoDOT. MCS-150s must be updated at least once every 18 months. Information on file with MoDOT Motor Carrier Services must match the information you gave to the FMCSA. This includes Entity Type, Tax Payer Identification Number, Operation Type and all other information. If you have questions about error messages, call our office toll-free at 1-866-831-6277.

#### **OUR CONTACT INFORMATION**

MoDOT Motor Carrier Services 1320 Creek Trail Drive PO Box 893 Jefferson City, MO 65102-0893

E-mail: contactmcs@modot.mo.gov

Toll-Free: 1-866-831-6277

Local: 573-751-7100

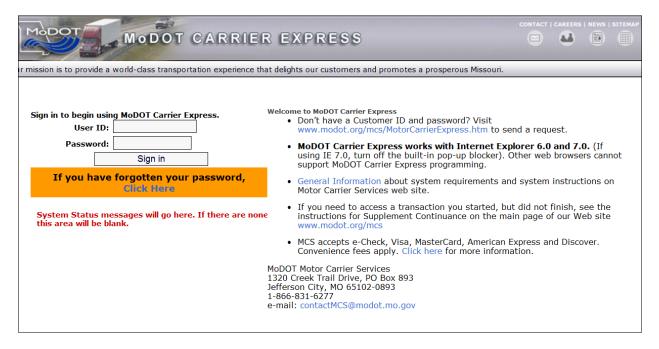
Fax: 573-751-0916

### THE REPLACE PLATE SUPPLEMENT REPLACES A LICENSE PLATE THAT HAS BEEN LOST, STOLEN, DESTROYED OR MUTILATED.

Once the flat fee of \$8.50 for each plate is paid, a plate with the same number is ordered and will be sent.

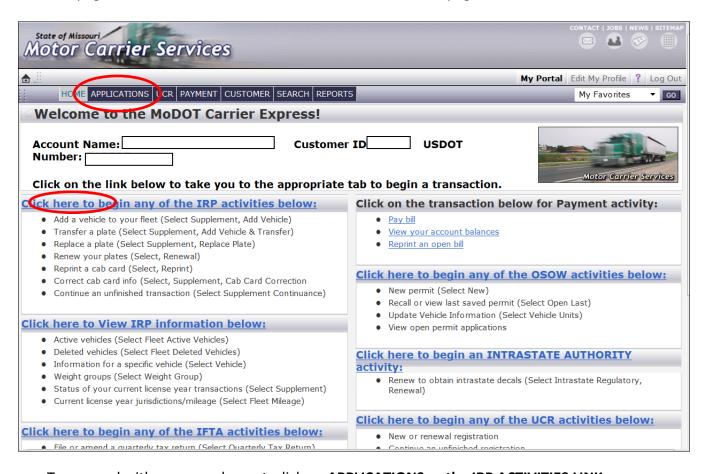
Required Supporting Documents –

- None
- 1. Log on <u>www.modot.org/mce</u>



a. Enter your userID and password. Click on SIGN IN

**2.** The **Welcome to the MoDOT Carrier Express** page appears
This page contains links for various activities and information pages



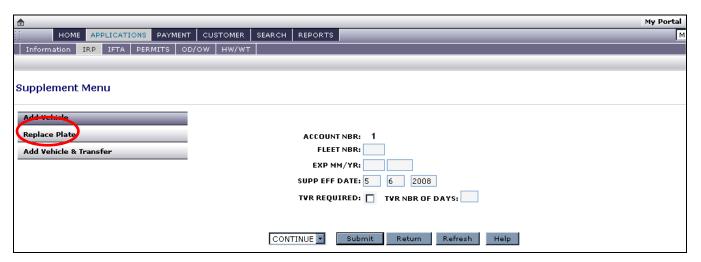
- a. To proceed with your supplement, click on APPLICATIONS or the IRP ACTIVITIES LINK
- 3. The Motor Carrier Services Program Information page appears. Click on the IRP tab



#### 4. The IRP Main Menu page appears

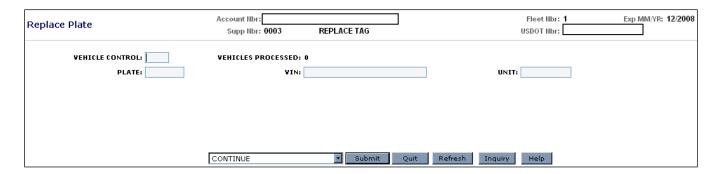


a. Click on **SUPPLEMENT** and complete the requested screen information



- Enter fleet number (required)
- Enter account expiration month and year (required)
- Supplement effective date will default to current date, change if needed
- If temporary vehicle registration is desired, click on TVR box
- TVR number of days defaults to 45 days but can be changed to fewer if needed
- b. Click SUBMIT Click SUBMIT again to confirm

#### 5. The Replace Plate (Control Screen) appears



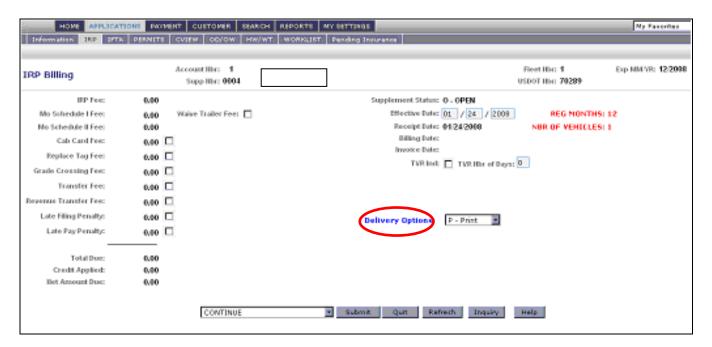
NOTE: This screen controls the number of plates being replaced. The control feature verifies that a unit was not missed. The supplement will not be invoiced until the vehicle control number matches the number of plates being replaced. The vehicle control number may be changed if needed.

- a. In the vehicle control field, enter total number of units being processed
- b. Enter the plate number or VIN of the first unit (required)
- c. Click on SUBMIT
- **6.** The **Replace Plate** screen appears



- a. Verify that the vehicle information displayed is correct
- b. Select reason for plate replacement from the drop down box
  - Damaged (D) Plate has received damage and is unreadable or unusable
  - Lost (L) Plate has been lost
  - License Law (N) Plate is being reissued due to change of design and/or configuration by state statue. No fee is assessed on 1<sup>st</sup> replacement plate under this reason
  - Other (O) For any other reason not listed in the drop down box
  - Stolen (S) Plate is stolen
- c. Click SUBMIT. Confirm that all information is correct and click on **SUBMIT** again
- d. If you are processing more than one vehicle, the control screen is displayed each time you finish processing a vehicle so that you can begin to process the next one. Change the vehicle control number if needed.
- e. Proceed to billing, by completing all entries and submitting.

7. The IRP Billing page appears without invoiced amounts



- a. Select a delivery option for your credentials or documents
- Fax Sends documents/credentials to your fax number indicated number can be changed
- Email –Sends documents/credentials to your email address indicated email can be changed
- Preview Sends documents/credentials to Report List (find in the REPORTS tab)
- b. Click **SUBMIT** fees will calculate. Click **SUBMIT** again to confirm and billing will be invoiced. The red message appears, **SUPPLEMENT TRANSACTION SUCCESSFULLY SUBMITTED FOR INVOICE**



**NOTE:** Upon retrieving your invoice, you have the option to pay immediately online by credit/debit card or e-check. You can also mail payment with a copy of the invoice. The plate will not be ordered until payment is received.

#### WHAT YOU NEED TO KNOW BEFORE MAKING AN ONLINE PAYMENT

If you do not wish to pay online, you may send a check with a copy of your invoice to:

#### **Mailing address**

MoDOT Motor Carrier Services P O Box 893 Jefferson City, MO 65102

#### Physical Address (for shipping by UPS, FedEX, DHL, etc.)

MoDOT Motor Carrier Services 1320 Creek Trail Drive Jefferson City, MO 65109

#### **Credit/Debit Card**

MoDOT Motor Carrier Services accepts Visa, MasterCard, American Express, and Discover.

#### Convenience Fee

A convenience fee, charged by the card processing company, is added to each transaction. The fees are based on the amount of the transaction, see table below:

Transaction	Convenience
Dollar Amount	Fee
0-\$33	\$1.00
\$33.01-\$100	3%
\$100.01-\$250	2.95%
\$250.01-\$750	2.85%
\$750.01-\$1000	2.80%
\$1000.01-\$1500	2.75%
\$1500.01-\$2000	2.70%
\$2000.01and up	2.60%

#### Security Code (CV2)

The security code, also known as a CV2, is a three-digit number printed on the signature section on the back of the card. Enter the security code in the box marked "CV2". It is a required field.

If you pay in person or by phone, the MoDOT agent will ask for the code.

#### Get Fee

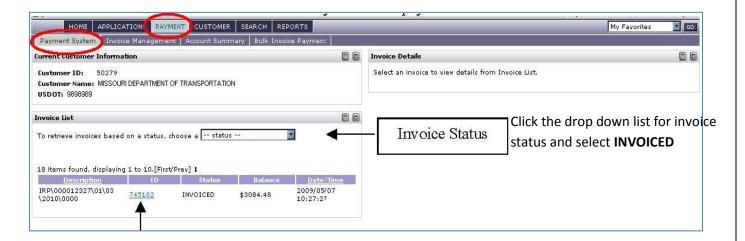
Use the Get Fee button to calculate the exact amount of the convenience fee. When the fee appears, you can apply payment.

#### Using e-check

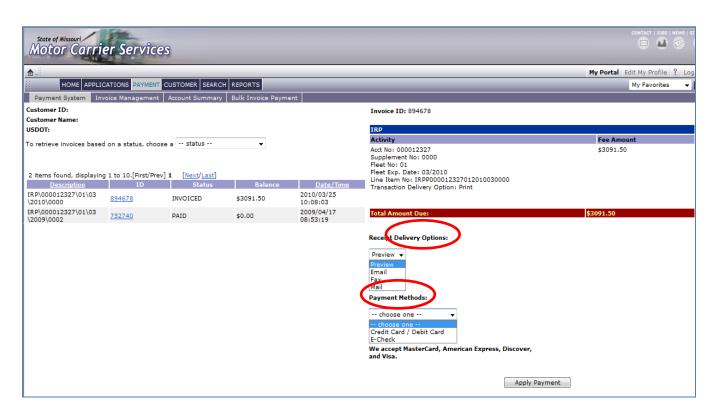
Pay directly from a checking account. The convenience fee for this service is 60 cents, regardless of the transaction amount.

#### PROCESSING AN ONLINE PAYMENT

#### Click on the PAYMENT tab and choose PAYMENT SYSTEM



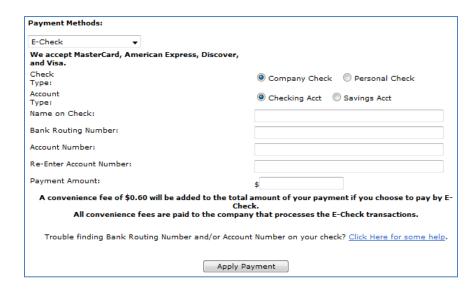
1. Click on the **BLUE ID NUMBER** of the invoice you wish to pay. Invoice details will appear on the right side of the screen.



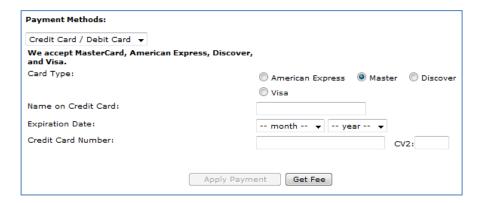
- 2. Choose a delivery option
  - Fax Sends documents/credentials to your fax number indicated number can be changed
  - Email –Sends documents/credentials to your email address indicated email can be changed
  - Preview Sends documents/credentials to Report List (find in the REPORTS tab)

#### 3. Choose a payment method

#### E-check



#### Credit/Debit Card



- Fill in the requested information (include CV2 security code from the back if using a card)
   and click on APPLY PAYMENT or GET FEE, depending on your option
- The status will change to PAID when full payment is processed
- Your receipt will come to you by fax or email, depending on which delivery option you chose
- Plate will be ordered when payment is made in full. It will be shipped when it is made. You will
  receive a temporary vehicle registration to run on between the time it is ordered and the time you
  receive it.

